GOVERNMENT OF INDIA
FINANCE
LOK SABHA

STARRED QUESTION NO:469
ANSWERED ON:24.08.2001
UPGRADATION PROGRAMME FOR SBI
AMBATI BRAHMANAIAH

Will the Minister of FINANCE be pleased to state:

(a) whether the State Bank of India has undertaken a Rs. 800 crore upgradation programme;

(b) if so, the details of the upgradation works likely to be undertaken, work-wise;

(c) whether the service of SBI is not upto the mark compared to that of private banks; and

(d) if so, the steps taken by SBI to improve their services ?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI BALASAHEB VIKHE PATIL)

(a), (b), (c) & (d) :- A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) to (d) OF LOK SABHA STARRED QUESTION NO. 469 FOR 24.08.2001 REGARDING UPGRADATION PROGRAMME FOR SBI TABLED BY SHRI A. BRAHMANAIAH.

(a) & (b): The State Bank of India has undertakenthe upgradation programme. The aim of the programme is to automate all the businesses of the Bank, network its branches and open new delivery channels. This programme includes:

- Bank-wide Networking,
- Internet Banking,
- ATM Connectivity,
- Centralized Core Banking,
- Trade Finance,
- ALM, and
- Treasury.

SBI has made significant strides in technology and is investing in a strongtechnology backbone to harness its strengths. The bank made significant improvements to provide better and efficient banking services to customers through introduction of appropriate technologies. These include:

- Electronic Data interchange projects for handling customer transactions at airports and seaports made operational at 11 centres.
- Introduction of computerised printing of drafts.
- Opening of MICR and ECS centres for Electronic Clearing Service.
- Introduction of extended business hours(7 to 12 hours) and 7 days banking.
- Remote login facilities for corporate customers implemented in over 70 branches covering about 400 customers.
- Tele banking introduced on a pilot basis at 38 branches in Mumbai Circle of the bank, to be extended to other circles soon.

(c) & (d): SBI`s service has withstood the competition of private sector banks well.The technology programme undertaken by SBI will enable it to further improve its service.